

## Work Plan – Pilot Implementation

### **Task 1.0: Preliminary Coordination and Data Collection for Pilot Programs**

Working sessions will be held with affected transit providers / service agencies to discuss the pilot programs and to gain a better understanding of their concerns and to collect any additional data, if necessary. Meeting attendees would include the transit providers, service agencies, consultants and NDOR staff.

Preliminary estimates of cost savings / benefits and fare structure / cost allocation modifications will be developed for each pilot program. This information will be incorporated into presentations that will be made to decision makers.

Coordination with University of Nebraska extension office to initiate development of a webpage with transit and transit coordination information. The results of the pilot programs will be added to this webpage. This subtask would be done in lieu of the project webpage identified in the original scope of services.

Deliverables for this task:

- Materials for NDOR's presentation at Kansas City conference on August 5 and 6, 2013.
- Business plan / implementation schedule outlined in tasks 2 and 3 below. The business plan would include implementation details, cost benefits and a draft agreement for affected agencies with respect to the fare structure / cost allocation. The business plan may also be amended based on the efforts associated with tasks 2 and 3.
- Project related material to be included on webpage (hosting to be determined).

### **Task 2.0: Service Consolidation Pilots for Scottsbluff/Gering and Alliance Areas**

Presently, many Region 1 Office of Human Development (OHD) clients using the Region 1 transportation service do not have acute medical conditions that require the special care given by Region 1 OHD drivers/vehicles. In this pilot, a two-way cross training program will be established through which Handy Bus (Scottsbluff) and Handi Bus (Alliance) staff provide more intense/more focused travel training for Region 1 OHD clients and Region 1 OHD staff will provide special care training/information for Handy / Handi Bus staff and drivers.

Subtasks to be completed are:

- Organize local provider and council meetings. During the concept design phase of the project only limited communication/coordination was conducted with the city council. The council was represented on the Regional Stakeholders Committee, however, the vast majority of the concept development and definition was with the providers only. The following presentations/meetings are proposed to initiate the Pilot Implementation portion of the design:
  - Council background briefing: A presentation of the mobility management concept and the goals of the program for the state will be presented to the Scottsbluff and Gering City Councils and the Alliance City Council. Councils do not meet in the same week of the month. Thus, it is suggested that a joint meeting be held in one city. Comments and questions by either council could be addressed at this meeting, however, action by the visiting community would likely be delayed until their regular meeting. The purpose of

the meeting will be to provide the local decision-makers (and the group that controls the local transit match funding) an opportunity to learn more about the regional concept, concepts in other parts of the state and to ask questions about the concept proposed. Part of the presentation will focus on the potential benefits of the program and how the fare structure will change.

- Regional Stakeholders Committee briefing: The recommended concept was not presented to the regional committee during the concept design. Thus, a presentation/discussion is warranted at the beginning of the pilot implementation. The vast majority of the regional committee was from Scottsbluff-Gering, so it is appropriate to hold this meeting (for other pilot programs this meeting will not be included).
- Coordinating meeting/workshop(s) between Scotts Bluff County Handy Bus and Region 1 OHD and Box Butte County (Alliance) Handi Bus and the Region 1 OHD in Alliance. The purpose of these meetings will be to re-introduce the concept, determine whether transit service has changed or if the needs of Region 1 OHD clients have changed in the period since the last meeting.
- Identify and document the functions of establishing a reservation, dispatching a vehicle, providing the trip and collecting the fare that need to be coordinated in order for Handy Bus / Handi Bus to accommodate travel needs of in-town (within the city limits of Scottsbluff/ Gering/ Terrytown and Alliance) Region 1 OHD clients. The consultant will work with staff from Handy Bus / Handi Bus and Region 1 OHDs to define each step in the trip making/delivery process and what materials/protocols need to be established to promote a smooth transition from Region 1 providing the trips to Handy Bus / Handi Bus providing trips.
- The consultant will meet with Handy Bus / Handi Bus and Region 1 OHD staffs to gain an understanding, share and document the special needs of Region 1 OHD riders that are important for Handy Bus / Handi Bus administration and drivers to understand. Region 1 OHDs will be asked to be the participant that defines the level of client information that is appropriate to make available to Handy Bus / Handi Bus.

The consultant will request from Region 1 OHD staffs a description of potential fears/concerns that clients may have in setting up and making their trip on Handy Bus / Handi Bus rather than with Region 1 OHD staffs. The consultant will work with Handy Bus / Handi Bus and Region 1 OHDs to develop the element of the rider training program that actively addresses fears/concerns that riders may have.

- The consultant will facilitate a training workshop with Region 1 OHD staffs and Handy Bus / Handi Bus administration and drivers. The purpose of this workshop will be to provide a basic level of special/medical information about the clients intended to be migrated from Region 1 vehicles to Handy Bus / Handi Bus services. This workshop is warranted because the majority of the clients to migrate have some level of medical condition that has resulted in Region 1 OHD staff providing the trip rather than Handy Bus / Handi Bus.
- The consultant will assess the use of mobile data terminals (MDT) as a component of these pilot programs. A key component of the assessment is identifying the funding for these devices and the operational parameters to implement these devices. The consultant will work with the NDOR and transit providers to determine the need for and specifications of MDT for transit vehicles, including automated vehicle location (AVL) capabilities. The discussion and determination will include the extent of the capabilities of the MDTs, which may include:

- Voice contact between the driver and dispatching.
  - Voice contact between the dispatcher/driver and 9-1-1.
  - Download manifest to the paratransit vehicle, automatically update schedule changes, accommodate driver sign-on and sign-off and passenger pick up and drop off.
  - Fares collected.
  - In an emergency, information about passenger conditions and required immediate action by the driver (if any).
  - Trip performance measures that can be used to compare the “after” condition with coordinated trips between Handi Bus and Region 1 OHD.
- Develop and document a monitoring program for evaluating the effectiveness of the consolidation efforts, example data items:
  - Number of rides shared
  - Change in Region 1 vehicle mileage/vehicle count
  - Reduction in Region 1 counselor reimbursed miles
  - Additional services Region 1 counselors were able to provide as transportation responsibilities were reduced, etc.)
  - Issues that arose during the transition (were there difficulties in accommodating special client needs?)
  - Missed trips, no-show trips
  - Added miles for Handy Bus / Handi Bus
  - Vehicle occupancy
  - Average trip time change for Handy Bus / Handi Bus and Region 1 riders
  - Information about trips that were not able to be coordinated, etc.
- Develop Region 1 client transition material packet and training program. While many of the elements of a Region 1 client’s trip making will be identical / similar to their present trip, there will be changes that need to be presented in written and verbal forms. The consultant will work with representatives of Region 1 OHDs and Scotts Bluff County Handy Bus / Box Butte County Handi Bus to develop a transition training program and material that will be included in a coordinated rider handbook and training program. Included in the handbook material will be:
  - Details about making a trip reservation (phone number, lead time for a reservation, hours a dispatcher is available).
  - Getting ready to be picked up.
  - Arranging your return trip.
  - What to do if weather is bad.
  - What to do if you need to cancel the trip.
  - What to do if the Handy Bus / Handi Bus is late/does not show.
- Define the pilot implementation program parameters. Included in this task will be the following:
  - Identify a start and end date for the pilot implementation.
  - The pilot period of performance. It is suggested that the pilot be operated for a period of 6 months.
  - Interim milestones for meeting/evaluation. The program may require minor adjustments over the course of the pilot implementation and to allow the adjustments to be properly documented as part of the pilot (as they may skew the evaluation), two project review milestones will be defined. Both should be completed early enough in the

implementation that two to three months of coordinated conditions information can be reviewed. Thus, for a six month pilot, it is suggested that interim reviews (which will be completed by phone) be completed at two months and three months into the pilot.

- Define conditions under which the pilot implementation may be extended or terminated early.
  - Define data collection efforts to be completed before and during the pilot implementation to provide input to the evaluation process.
- Pre-pilot implementation data collection. The consultant will work with local public transit providers (Handy Bus and Handi Bus) and Region 1 OHDs to obtain up-to-date before condition activity data, including:
  - Ridership on each service.
  - Number of same day trip requests.
  - Origins-destinations of trips for a one month period.
  - Time of day distribution of trips for a one month period.
  - Revenue miles of travel by vehicle over a one month period.
  - Daily reservations taken over a one month period (Handy Bus / Handi Bus and Region 1 OHDs).
- Prepare documentation of the Scottsbluff and Alliance Transportation Consolidation Pilots. The consultant will prepare a summary report containing the following information (at a minimum):
  - Overview of the specific area program.
  - Goals of the pilot.
  - Effectiveness of the program to meet the goals. Included will be an estimate of the cost savings associated with reducing the number of trips provided by Region 1 OHD, additional client service hours made available to Region 1 staff as transportation responsibilities were reduced, etc.
  - Changes made during the pilot execution.
  - Transfer potential for the program to other areas in the state.

**Task 3.0: Service Coordination Pilots for Webster County-Franklin County, Guide Rock-Superior (Nuckolls County) and Richardson County-Blue Rivers East**

The purpose of this pilot is to test the service feasibility and cost savings potential of coordinating trips between the following:

- Webster County Transportation Services and Franklin County Transportation to/from both Kearney and Hastings.
- Superior (Nuckolls County Handybus) and Guide Rock Transportation to/from both Hastings and/or Grand Island.
- Richardson County Transit System and Blue Rivers Transportation Services Inter-city Transportation System to/from Omaha.

Tasks to be performed in completing the pilot test are:

- Contact each of the affected transit providers and obtain a sample of their actual schedules. With that information perform a desktop scheduling exercise of trip coordination to estimate the potential benefits and set benchmarks for pilot program.
- Organize local provider and board meetings to discuss the pilot program, benefit / costs, requirements, schedule and necessary cooperation between agencies.
- County Board / City Councils background briefing, as necessary (up to 8 meetings).
- The consultant will work with the NDOR and each of the providers involved to continue refining the coordination functional requirement, including:
  - Time schedules for travel.
  - Trip scheduling methods and process.
  - Fare coordination.
  - Effects on Hastings and Kearney trip coordination consistency of requests from communities outside Franklin in Franklin County and outside Red Cloud in Webster County (each county has first responsibility to provide service to communities in their home county over coordination).
  - Agreement required to outline each provider's responsibilities and each community's/county's responsibilities for coordinating trips.
- Define the pilot implementation program parameters. Included in this task will be the following:
  - Identify a start and end date for the pilot implementation.
  - The pilot period of performance. It is suggested that the pilot be operated for a period of 6 months.
  - Interim milestones for meeting/evaluation. The program may require minor adjustments over the course of the pilot implementation and to allow the adjustments to be properly documented as part of the pilot (as they may skew the evaluation), two project review milestones will be defined. Both should be completed early enough in the implementation that two to three months of coordinated conditions information can be reviewed. Thus, for a six month pilot, it is suggested that interim reviews (which will be completed by phone) be completed at two months and three months into the pilot.
  - Define conditions under which the pilot implementation may be extended or terminated early.
  - Define data collection efforts to be completed before and during the pilot implementation to provide input to the evaluation process.
- Prepare documentation of the Webster County-Franklin County, Guide Rock – Superior (Nuckolls County), and Richardson County – Blue Rivers East Coordination Pilots. The consultant will prepare a summary report containing the following information (at a minimum):
  - Overview of the specific area program.
  - Goals of the pilot.
  - Effectiveness of the program to meet the goals. Included will be an estimate of the cost savings associated with reducing the number of long distance trips and/or increasing the accessibility of services to those in either county in need of transportation service.
  - Changes made during the pilot execution.
  - Transfer potential for the program concept to other areas in the state.

**Task 4.0: NDOR and Statewide Mobility Management Committee Coordination**

The purpose of this task is to share information with these two entities and to gain approval of proposed pilot program material prior to presenting the information to the pilot program regions. Subtasks to be completed include:

- Pilot program material briefings to the NDOR and Statewide Mobility Management Committee for the following types of pilot programs:
  - Ridership transfer between providers as proposed for the Scottsbluff-Gering and Alliance Areas.
  - Scheduling coordination between providers for shared regional trips as proposed for the Webster-Franklin Counties, Nuckolls County and Richardson County-Blue Rivers East.
- Provide briefings to NDOR staff on the project reviews conducted two to three month into the six month long pilots.
- Provide briefings to NDOR and Statewide Mobility Management Committee on the summary reports prepared for each of the pilot programs.
  - Scope out a long-range vision for transit coordination in Nebraska. Including:
  - Scopes for continuation of pilot programs.
  - Scopes for future pilot programs.
  - Development of statewide mobility manager with database (could start regionally).
  - Funding consideration and legislative agenda.